



Josselien Janssens

Trainer-coach Equine Facilitated Learning
Advanced Eponaquest® Instructor
Master Herder Instructor
Eponaquest® Faculty Member
Medicine Horse Way Master Instructor

- Leadership Development
- Teambuilding
- Personal growth

Tel. +316 1589 3933

www.rayamedicine.nl • info@rayamedicine.nl

General terms and conditions of Equine Facilitated Trainings and Apprenticeships organised by Rayamedicine Training & Coaching

Paying in instalments

Payment or tuition fees in 2 or 3 terms is possible. Should you wish to pay in instalments, please let us know so that timing of payments can be agreed.

Your registration is confirmed with payment of the first term, which needs to be received at least one month ahead of the start of the program in question.

Value Added Tax

Please note all quoted costs are exclusive of 21% value added tax. V.a.t. is deductible for EU registered companies. No v.a.t. is liable for participants outside EU.

If you are not a v.a.t. deductible company, please contact us for the terms of the private participants arrangement.

Cancellation policy

Organising these programmes requires detailed advance planning and commitments to third party providers, including advance costs on the part of Rayamedicine Training & Coaching.

The following terms apply in case you as participant live outside the Netherlands and have to cancel due to health reasons or other exceptional circumstances. If you live inside the Netherlands, please contact us for the Dutch general terms.

- Should you need to cancel but wish to take part in a next program of the same type, your downpayments will count towards securing your registration.
- Should you cancel more than a month prior to the starting date you will not be charged for any tuition fees. You will receive a refund of already paid advances, minus a 6% administrative and transfer charge.

Rayamedicine Training & Coaching • Prins Hendrikkade 511B • 1011 TE Amsterdam • The Netherlands

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- Should you cancel less than a month up to two weeks prior to the start of the programme you will be liable to pay 25% of the full tuition fee. (Advance downpayments in excess of 25% of the tuition fee will be refunded.)
- Should you cancel less than two weeks in advance, you will be liable to pay 50% of the full tuition fee. (Advance downpayments in excess of 50% of the tuition fee will be refunded.)
- Should you need to cancel during the training program, you will still be liable to pay 100% of the tuition fee. We will then seek an alternative route to allow you to complete your graduation, however, there may be some extra cost involved in this case.

Should Rayamedicine Training & Coaching be forced to cancel a program due to exceptional circumstances, a new date will be found in consultation with you and the tuition fee paid will count towards securing your registration. If no suitable dates can be found, or you are not able to participate in future programs for other reasons, paid tuition fees will be refunded, minus 6% administrative and transfer costs.

Privacy statement

Your personal details are handled and stored in accordance with the EU General Data Protection Regulation (GDPR) by Rayamedicine Training & Coaching and by its service contractors operating under data handling agreements with Rayamedicine Training & Coaching.

- We will not add your email address to our mailing lists without your specific consent.
- No personal or address details will be exchanged with external parties for commercial purposes.
- Your personal data will be stored in our archives for a maximum of 10 years after the last contact, unless you specifically request us to remove your details from our archives sooner.
- Nothing you tell us in confidence will be put into writing without your explicit consent.

For full details of our privacy policy in English, please contact info@rayamedicine.nl.

Guidelines for safe and respectful contact with horses

As a participant you commit yourself to conduct yourself strictly according to the guidelines for respectful and safe contact with horses provided by your trainers ahead of, and during, the training. Not adhering to these guidelines may result in danger to the wellbeing of both humans and horses. If these guidelines are wilfully neglected, this may result in you being removed from the training program without refund of tuition fees.

Dutch law applies to these terms & conditions.